

## Expression of Interest

### For Customer Standing Committee

The ccNSO is seeking volunteers from the ccTLD community who might wish to be one of the ccTLD representatives on the Customer Standing Committee (CSC). Candidates for this role are requested to fill in this Expression of Interest and submit it to the ccNSO Secretariat (ccNSO-CSC-EOI@icann.org) by 15 July 2016 @17:00 UTC. Your

**Your Full Name:** Byron Holland

**ccTLD:** .CA

**Geographic region:** North America

### I. Skills set and experience

Candidates are expected to have/be:

| Requirement                                                                                                                               | Please indicate how you meet the requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| Direct experience and knowledge of the IANA naming function                                                                               | As CEO of CIRA, the ccTLD for .ca, Canada, I have participated in many name server changes for CIRA's DNS since becoming CEO in 2008. In addition, I have considerable direct experience with the IANA naming function as a result of being chair of the ccNSO from 2013 to 2016, as co-chair of the CWG IANA Stewardship Transition Charter Drafting Team and as a CWG 'participant' throughout the whole IANA transition process.                                                                                                                                                                                                                                                                                                                                                           |
| Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence. | <p>Beginning initially with my Master of Business Administration and then through my more than 20 years of experience in the global domain and Canadian consumer loyalty, finance, and retail industries, including 15 years at the senior executive level I have progressively strengthened my ability to acquire, distil and interpret information so that I could become an accomplished, strategic, business leader.</p> <p>With CIRA I have led two long term strategic planning exercises that have both led to significant strategy changes. I also led the ccNSO's Financial Working Group (FinWG) which involved a considerable amount of analytical effort to assess ICANN's value to the ccNSO community and to express it in a way that was understandable to that community.</p> |
| Experience in managing and/or participating in committees (e.g. meeting coordination, reporting, and escalation) in                       | I have considerable experience working on committees within the larger ICANN ecosystem. While chair of the ccNSO and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| order to contribute meaningfully to CSC processes                                                                                                               | chair of the FinWG I regularly worked closely with senior management at ICANN, ICANN Board members as well as the leadership of other SO/ACs, which work I hope to continue in my current role as vice chair of the ccNSO. I also served as co-chair of the CWG Drafting Team on the IANA Stewardship Transition and followed the work of the CWG very closely, both as a CWG 'participant' as well as chair of the ccNSO during the bulk of the IANA transition discussions. As such, I am very familiar with the role the CSC needs to play in the post IANA transition environment, both from the overall governance perspective as well as from the perspective of a ccTLD manager. My role as a member of the High Level Panel on Global Internet Cooperation and Governance Mechanisms has helped me to understand the role of the ICANN SO/AC community in the larger Internet governance ecosystem. |
| Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making, and productive negotiation                  | I believe that my leadership of the FinWG best demonstrates this ability. The question of financial contributions to ICANN brought with it significant political challenges and bringing the process to a successful conclusion required considerable patience, lengthy discussions as well as a large measure of diplomacy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress | In the various leadership roles I play within the ICANN world I have always sought to ensure that the ccTLD community's views and interests, and the tenacity with which we hold them, are well understood by others in the community. In these leadership roles, and as CEO of a successful ccTLD, I am regularly called upon to speak in order to advocate for these interests, a role with which I am quite comfortable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Able to work and communicate in written and spoken English                                                                                                      | I am a native English speaker with both undergraduate and graduate degrees from English language universities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Commits to actively participate in the activities of the CSC on an on-going basis                                                                               | As mentioned above, because of my involvement in the IANA transition process, I well understand the role the CSC needs to play in the post IANA transition environment. It needs to quickly establish                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                                                    | <p>itself in its role as overseer of the performance of PTI in its discharge of the IANA functions. The registry community, and the ICANN community as a whole, needs to be assured of the continued strong performance of the IANA function for the direct customers of the naming services. The first responsibility of the CSC will be to establish its own internal operational procedures and to engage other members in its ecosystem and forge the necessary relationships that will characterize its successful operation. I commit to undertaking these responsibilities.</p> |
| Employed or have active backing by a ccTLD Manager | <p>It is part of the ethos of my employer, CIRA, a 'not-for-profit' company, to contribute and support the Internet governance community in general and the ccTLD community specifically. My current and past leadership within the ccNSO demonstrates this. I am also fortunate to be able to call on the support of CIRA staff where necessary to assist me in carrying out these functions. I am prepared to devote the time necessary to fulfill the obligations of a CSC director.</p>                                                                                            |

**Please specify any other skill set or experience that you believe would be relevant to CSC's work**

## **II. Interest**

Please explain your interest in becoming involved as a member of the CSC.

My interest in being involved in the CSC is both practical and personal.

From a personal perspective I have been deeply involved with the IANA transition issue since it was first initiated as a result of the March 2014 NTIA announcement. I have been involved in all the steps since then and have been a vocal advocate for the transition, both domestically in Canada as well as on the global stage. I believe in the benefits of the transition and want to back that belief up with personal action.

Further, from a practical perspective, since IANA is a primary supplier to my organization, it is incumbent upon me to ensure that the IANA transition delivers the best possible outcome for the TLD community and that the initial CSC creates the environment and processes that can deliver that outcome.

### III. Understanding of Purpose of CSC

Please state your understanding of the purpose of the CSC.

The purpose of the CSC is to ensure continued satisfactory performance of the IANA function, in a post NTIA environment, for the direct customers of the naming services, which primarily include ccTLD and gTLDs operators, but also include root server operators and other nonroot zone functions. This will be accomplished through regular monitoring of IANA performance measured against clearly defined Service Level Agreements.

### IV. Time Commitment

CSC members and liaisons are expected to participate in monthly meetings. Members and liaisons must attend a minimum of nine meetings in a one-year period, and if less meetings at least 75 % of the meetings in case less than the anticipated monthly meetings are held). A CSC member is also expected not be absent for more than two consecutive meetings without sufficient cause. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes.

For more information see <link>.

Please indicate whether you understand the time commitment required to participate in the CSC.

☒ I understand the time commitment required to participate in the CSC and can commit to this role.

Please provide any additional information or comment regarding your availability.

**NB: For the initial appointment only!** Would you like to be considered for an inaugural three-year term on the CSC if appointed?

☒ YES ☐ NO

### V. Conflict of interest

Members of the CSC will be required disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

☒ I understand that I will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

☒ I understand that I may be excluded from discussion of a specific complaint or issue if the majority of CSC members and liaisons deem that my participation has a conflict of interest.

**VI. Supporting documents**

Please attach to this Expression of Interest:

- 1) Your resume, curriculum vitae, or biography.
- 2) If applicable, a letter of support from your employer in respect to the required time commitment to participate actively in the CSC.